

Regent's School of English Terms and Conditions

I. Age

1. The minimum age for students is 18 years.
2. Students under the age of 18 will not be accepted.

II. Bookings and Payments

1. An online booking form must be completed and submitted together with a valid passport copy.
2. A place on the course and in accommodation is not guaranteed until full payment for the course and accommodation has been received by Regent's School of English. Students are advised to make payment as soon as possible to secure their place.
3. A course acceptance letter will only be issued once full payment has been received.
4. Payments can only be made via Flywire using the link provided by Regent's School of English. We do not accept direct bank transfers or cash payments. Payments must clear in full in British Pounds (GBP). Any bank charges, currency conversion costs, or transfer fees are the responsibility of the student.
5. Information in brochures or websites is accurate at the time of publication but may change. A binding contract between the student and Regent's School of English is formed when both:
 - (i) a written booking confirmation is issued and
 - (ii) full payment is received.
6. If students book through an educational agent, the agent acts only as an intermediary. The contract is strictly between the student and Regent's School of English. The school is not responsible for any incorrect information given by an agent. Always refer to the official Terms and Conditions provided by the school.

III. Level of English

1. The students' level of English will be assessed by Regent's School of English through an introductory interview and a short placement test. Students cannot choose their class level; placement is decided by Regent's.
2. It normally takes approximately 12-16 weeks to move from one level to the next. Progress is monitored daily in class and through monthly progress tests.
3. A decision to move a student to a different level is made by Regent's School of English and not by the student.
4. If students' English level is not suitable for the course they have booked, we may transfer them to a different course or refuse admission.



IV. Accommodation

1. On-campus accommodation is provided by Regent's University London. Separate terms and conditions apply and will be given at the time of booking.
2. Off-campus accommodation is arranged by external agencies. Their terms and conditions apply and will be provided at the time of booking.
3. The accommodation booking fee is non-refundable.
4. The student may be required to pay a refundable damage deposit. Deductions will be made for any damage or deep cleaning.

V. Visas

1. Students are responsible for obtaining the correct UK visa before the course begins.
2. Our Student Compliance and Immigration Team can provide guidance if requested.
3. If students' visa is refused, the course fees will be refunded minus an administrative fee of £400. To receive a refund, the student must send the official refusal letter at least seven days before their course starts and within thirty days of the refusal decision.
4. If the student fails to notify us or provide the refusal letter, or if they do not attend the course without notice, the first four weeks of fees will not be refunded, in addition to the £400 fee.
5. If the student requests to change their course dates due to visa delays, they must inform us at least 7 days before the original start date. If less than 7 days but before the course start date, the student will lose one week's fees and pay a £65 course change fee. No refunds will be given.
6. If the student visa is granted for a shorter period than the booked course, they must send us the official visa letter immediately. We will refund the unused weeks minus £65.
7. We strongly advise that all students purchase travel insurance independently.

VI. Course Cancellations (Before Arrival)

1. More than 4 weeks before the start date: refund minus £400.
2. Between 4 and 1 week before the start date: refund minus £400 and two-weeks' fees.
3. One week or less before the start date, after the course begins, or if the student does not come on the start date (a "no show"): no refund.
4. Cancellations must be made in writing by email to rse@regents.ac.uk. Our regular office hours are Monday to Friday, 09:00 to 17:00 (UK time). Please note that this email inbox is not monitored outside of these hours.
5. Refunds will be made using the same payment method.



VII. Leaving Early (After Course Start Date)

1. If the student leaves the course, no Tuition refund will be given. Accommodation terms and conditions apply.
2. We do not offer credits for early departure.
3. Fees cannot be transferred to another person.
4. Once the course has started, all administrative fees and course fees are non-refundable.

VIII. Course Changes and Deferral

1. Changes to course dates must be made at least 4 weeks before the start date. Fee: £65.
2. Changes to course type depend on availability. If the new course is cheaper, we do not refund the difference.
3. Group courses cannot be converted into private lessons.

IX. Course Extensions

1. The student can extend the course if space is available.
2. Extensions are treated as new bookings at the current price. No course registration fee applies.
3. Payment must be made via Flywire. (see II.4)
4. Students must have a valid visa for the extension. We are not responsible for visa delays or refusals.

X. Holidays

1. The school is closed on Saturdays, Sundays, UK public holidays, and for two weeks at Christmas and New Year.
2. Missed classes due to holidays are not refunded or rescheduled.
3. Students can take one week of holiday for every 12 weeks of study if they request it at least 4 weeks in advance. We may extend the course if space and visa allow. If notice is not given, no extension will be offered.

XI. Attendance

1. The student must attend all classes and arrive on time.
2. Attendance is monitored regularly.
3. There are no refunds for missed lessons.
4. Missed lessons cannot be made up.
5. If the students are asked to leave the course for poor attendance or misconduct, no refund will be given.



6. The student must attend at least 75% of the course to receive an attendance certificate.

XII. Conduct and Expulsion

1. All students must follow the school rules and UK law.
2. Students must behave respectfully towards staff and other students.
3. If students commit serious misconduct or have poor attendance, they may be asked to leave without refund.
4. Students must pay for any damage they cause.
5. Students are responsible for returning all keys, books, and any other school or accommodation items issued to them. If these items are not returned, the student will be held financially responsible and charged for their replacement.
6. Where outstanding charges arise under point 5, Regent's reserves the right to contact the student's education agent, if applicable, to recover the amounts due.

XIII. Operational Changes and Liability

1. The maximum class size is 16 students. In rare cases, there may be 17 students for one week.
2. We may change timetables, teachers, or classrooms if necessary. These changes do not break the contract.
3. If we cancel a course, we will offer an alternative or refund the fees. We do not cover any travel costs.
4. If only one student is enrolled in a group course, we may offer private/one-to-one lessons or transfer the student to another course.
5. We may change teachers at any time.
6. We may change our published start dates and course fees without notice.
7. We are not responsible for lost or stolen property. Students need to arrange insurance for their belongings.
8. We are not responsible for injury or loss unless caused by our negligence.
9. Our courses are delivered in person on Regent's University London campus. On rare occasions, such as travel disruptions due to public transportation issues in London, we reserve the right to deliver classes online.

XIV. Personal Information and Photography

1. We collect and store personal information to manage our courses.
2. If students book accommodation or airport transfer, we share their details with accommodation/transfer providers.
3. We must provide information to UK Visas and Immigration if required.
4. We need to copy the student's passport and visa, have their London contact details, and next of kin details. The student is required to keep these up to date.
5. By enrolling, the student agrees to our Privacy Policy.



6. We may use photos or videos of the student for promotional purposes unless told us otherwise in writing.
7. If the student books through a partner university (with an MoU), they agree that we can share their personal data, progress report, and results with the school / university.

XV. Force Majeure

1. We are not responsible for problems caused by events outside our control (for example, natural disasters, war, pandemics, strikes). No refunds are offered in these cases. If possible, classes will move online.
2. In the event of an infectious disease, students are required to follow all quarantine, health, and safety regulations.
3. If we claim Force Majeure, we must show we tried to reduce problems and informed students when possible.

XVI. Complaints and Governing Law

1. Complaints must be made in writing following our Complaints Procedure (available on our [website](#)).
2. This contract is governed by the law of England and Wales. Any disputes will be decided by courts in England and Wales.